

Notice of Allowability

Application No.

10/792,364

Examiner

Harry S. Hong

Applicant(s)

SHAFFER ET AL.

Art Unit

2614

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to the Amendment of March 19, 2007 and the Telephonic Interview of April 2, 2007.
2. ☒ The allowed claim(s) is/are 1-8, 10-36, 38-51, and 53-58 (renumbered as claims 1-55 respectively).
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) ☐ All b) ☐ Some* c) ☐ None of the:
 1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
 5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
 - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☐ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO/SB/08),
Paper No./Mail Date _____
4. ☐ Examiner's Comment Regarding Requirement for Deposit
of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☒ Interview Summary (PTO-413),
Paper No./Mail Date Attached.
7. ☒ Examiner's Amendment/Comment
8. ☐ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____.

EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it **MUST** be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Luke K. Pedersen (Reg. No. 45,003) on April 2, 2007.

The application has been amended as follows:

IN THE CLAIMS:

Claim 1, line 3, delete "and";

Line 5, delete ", the request being one of a plurality of request" and insert
--; and in response to at least one request for connection with one
of the agents, communicating a message to at least one of the
agents requesting the at least one agent to move to a new
location--; and

Line 6, delete "received from a plurality of callers, wherein the requests
are placed in a queue".

Cancel claim 9.

Claim 11, line 1, reinsert --wherein:--;

Line 2, reinsert --the request is one of a plurality of requests from a plurality of callers; and--; and

Line 3, reinsert --the method--.

Claim 12, line 1, delete "1" and insert --10--;

Line 2, reinsert --the request is one of plurality of requests received from a plurality of callers,--; and

Line 3, reinsert --wherein the request are places in a queue;--.

Claim 30, line 4, delete "and";

Line 6, delete ", the request being one of a" and insert --; and--;

Line 7, delete "plurality of request received from a plurality of callers, wherein the requests are placed in a" and insert --an interface operable to communicate a message to at least one of the agents requesting the at least one agent move to a new location in response to at least one request for connection with one of the agents--; and

Line 8, delete "queue".

Cancel claim 37.

Claim 39, Line 2, reinsert --the request is one of a plurality of requests from a plurality of callers; and--.

Claim 50, line 3, delete "and";

line 5, delete ", the request being one of a plurality of requests" and

insert --; and--; and

Line 6, delete "received from a plurality of callers, wherein the requests are placed in a queue" and insert --in response to at least one request for connection with one of the agents, communicating a message to at least one of the agents requesting the at least one agent to move to a new location--.

Cancel claim 52.

Claim 53, line 2, reinsert --the request is one of a plurality of requests from a plurality of callers; and--.

Claim 57, line 4, delete "and";

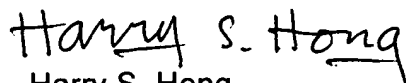
Line 6, delete ", the request being one of plurality of" and insert --; and--;
and

Line 7, delete "request received from a plurality of callers, wherein the request are placed in a queue" and insert --means for communicating a message to at least one of the agents requesting the at least one agent move to a new location in response to at least one request for connection with one of the agents--.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Harry S. Hong whose telephone number is (571) 272-7485. The examiner is normally off on Wednesdays.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad F. Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.


Harry S. Hong
Primary Examiner
Art Unit 2614

April 2, 2007